

## Sample Job Description – **Network Administrator**

### **GENERAL DESCRIPTION:**

The Network Administrator performs technical work installing, operating and providing second level support for local and wide area networks, personal computers, and the PBX (optional, only if the telephone system is to be included.) Work is performed under the general direction of the Chief Information Officer (CIO) or Health Information Technology Manager.

### **ESSENTIAL JOB DUTIES:**

- Manages all network servers and other network components including installation, configuration and maintenance
- Develops and maintains network security procedures. Adds, removes, and changes authorities for network users
- Resolves problems reported by end users for local and wide area networks, personal computers, networking equipment (switches, routers, etc.) Provides answers to complex questions related to these systems
- Monitors and measures the performance of the network; reports problems to the appropriate individuals
- Researches, plans and oversees network and telephone system replacements and upgrades
- Maintains documentation of the network, telecommunications and telephone systems
- Establishes and maintains contact with vendors for support and problem resolution
- Trains users in the use of commercial, off the shelf (COTS) software and hardware
- Supervises, trains and evaluates Technical Assistants

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the operation and support of personal computers and local area networks
- Knowledge of standard networking protocols
- Ability to interact with LANs and WAN vendors

- Knowledge of LAN and WAN products and protocols
- Knowledge of telephone systems (if telephone is to be included)
- Ability to understand and follow complex and written instructions
- Ability to convey complex information to others in training situations
- Ability to communicate both verbally and in writing
- Ability to manage others in a complex technical work environment
- Ability to analyze and troubleshoot technical and computer-related problems

**EDUCATION AND QUALIFICATIONS:**

Bachelor's degree from an accredited institution in Computer Science or related area

Four (4) years experience in microcomputer and network support

Two (2) years supervisory experience

(A comparable amount of training, education, or experience may be substituted for the above minimum qualifications.)

**LICENSES, CERTIFICATIONS, OR REGISTRATIONS:**

CCNA and/or MCSE preferred